



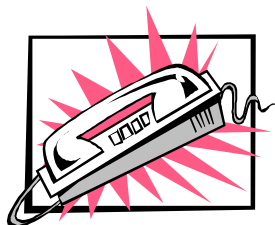
PHONE LINES

Where does the responsibility end?

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Since telephone industry deregulation in 1996, consumers have been faced with many decisions on phone service, installation and equipment. **Who fixes what??** Many phone companies offer maintenance contracts for a monthly fee which will cover the cost of fixing your phone whether it's inside or outside your home.

If you choose not to subscribe to a plan, you may be charged a trip charge **PLUS** another charge for actually fixing your phone if the problem is found to be your inside wiring (wiring inside your home). If you think you may have a problem, there are some things you can do first, before calling the phone company.



> Check all the phones in your home for a receiver accidentally left off the hook.

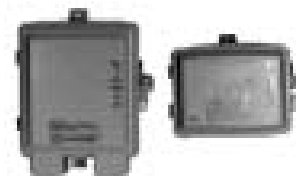
> Make sure the phone you are using is plugged securely into the wall outlet.

> If you have an answering machine or modem, disconnect it to see if the line clears.

> If your telephones are modular (plug in and out of the outlet), and you have more than one phone, try unplugging one phone at a time to see if the trouble clears.

> If you have more than one phone, try both phones -- one of them could be bad. If the problem occurs on both phones, the problem could be in your inside wire or the telephone company's equipment.

Your home is equipped with a protection device to help guard against electrical interferences such as lightning or downed power lines. This protector, commonly called the Network Interface Device (NID), also can be used to test your telephone line to determine where the trouble is located. The NID is usually a gray box about three inches square and is located on the outside of the house, usually near the electric meter. The device will be marked, indicating that it is telephone company equipment.



If your NID is capable of being used to test telephones, it will have a snap open front cover, or will require a straight-bladed (slotted tip) screwdriver to open. Instructions will be printed inside.

If the device has a plastic hex nut recessed on the front cover and that is the only way to access the device, **DO NOT** loosen the hex nut. **The device IS NOT CAPABLE of being used to test your telephone and should not be opened.**

You can test your telephone line at the NID by following these steps:

1) If the NID has snap-open front cover or can be opened with a straight-bladed (slotted tip) screwdriver, open it and locate the cord inside. (The cord will look similar to the one on the base of your modular telephone.)

2) Unplug the cord inside the NID, and insert the base cord from your modular telephone.

3) If you CAN HEAR DIAL TONE, the telephone set and the telephone line are working.

REMEMBER: "Inside" wire starts from the box. The wire may run directly into your home, or it may run on the outside from the box to its entry point into your home.